

**9-1-1 CALL-TAKING/DISPATCH
SERVICES WORKING GROUP
General Meeting #2**

12 July 2016

Cap. Plaza Hotel, 100 State St., Montpelier, VT – Room #338

10:04 AM – Call to Order

Acting Chair Gary Taylor brought the meeting to order. The following were in attendance:

Working Group Members Present

VT Enhanced 9-1-1 Board Representative: Chief Gary Taylor, Working Group Chair
VT State Employees Assoc. (VSEA) Representative: Sarah Copen (arrived after roll call)
VT Ambulance Assoc. Representative: Jim Finger, President
VT League of Cities & Towns (VLCT) Representative: Gwynn Zakov
VT Firefighters Assoc. Representative: Kevin Goodhue
VT Assoc. of Chiefs of Police Representative: Chief Leonard Stell
VT Sheriff's Assoc. Representative: Sheriff Roger Marcoux
Office of EMS/Injury Prevention Representative: Chris Bell, Working Group Vice-Chair
Dept. of Public Safety Representative: Captain Tom Hango

Enhanced 9-1-1 Staff Members Present

Soni Johnson, E9-1-1 Board Clerk

Others Present

Major William Sheets, VT State Police
Chief Seth DiSanto, Newport Police Department (via conference bridge)
Stephen Whitaker, Member of the Public
Representative Michael Marcotte

Approval of Minutes

6/28/16 - Motion: Jim Finger made a motion to accept the minutes as written; 2nd by Chief Stell. There was no discussion and the motion passed unanimously by voice vote.

New Business

1. Chair Taylor provided an overview of a meeting previously attended by himself, Sheriff Marcoux, Stephen Whitaker, Charles Larkin, Barbara Neal (Exec. Director, E9-1-1 Board), Representative Kathleen Keenan, and Representative Michael Marcotte; the meeting was to discuss both the history of 9-1-1 and current dispatch issues. Chair Taylor also read a portion of the bill passed by the legislature that called for the creation of the working group. The working group must prepare a report to the legislature. The report will be written by Chair Taylor, Vice-Chair Bell, Sheriff Marcoux, and E9-1-1 Executive Director Neal.
2. Review and Discussion of Previously Conducted Dispatch/Call-Taking Studies:
 - a. Several past studies were made available to working group members. These studies will be used by the working group as they move forward on the dispatch fees/funding issue.
 - b. Chair Taylor asked if the working group should ask for outside input. It was suggested that Paco Aumand & Mike Smith both have experience in this area.
3. Chair Taylor asked that Major Sheets provide an overview/comments on current Department of Public Safety dispatch issues/concerns.
 - a. Public Safety would prefer to continue dispatching for state entities and supports a move of all other dispatching to regional/local dispatch centers.
 - b. Public Safety currently provides most of its dispatching services for free (currently only five agencies pay for dispatching).
 - c. Public Safety will continue to provide dispatch services while a solution is worked on.

Discussion:

- There is a need to develop a fair/equitable fee structure. Can it be done in a way that works for both the State & for the free market?
- Towns will need time to plan for having to pay for dispatch services.
- Will Public Safety continue to be available as “back-up dispatch” in the event of an emergency?
- Possibility of creating dispatch districts
- Does Public Safety have the authority to set a fee schedule and require payment from all the agencies it dispatches for?
- Should the group research fee structures for current dispatch centers?
- What does it cost Public Safety to provide its current level of dispatching?

For next meeting:

- Public Safety will pull together information on their dispatch costs.
- VT League of Cities and Towns will distribute a survey to municipalities asking about their emergency service agencies, dispatch arrangements and costs.

Public Comments/Questions

Stephen Whitaker spoke about the creation of EC Fiber districts and the possibility of setting up dispatch districts using the same model. Mr. Whitaker will provide documentation on this subject to the Board Clerk, who will then forward it to all working group members.

Next Meeting Date & Adjournment

It was determined that the next Working Group meeting would be held on Thursday, 4 August 2016. The meeting will take place in Montpelier (location tbd).

Motion: There being no further business, Chair Taylor entertained a motion to adjourn; move by Sheriff Marcoux, 2nd by Captain Hango. There was no discussion and the motion passed unanimously by voice vote. The meeting adjourned at 11:18 AM.

Respectfully submitted:

Soni Johnson

Soni Johnson, Clerk

DRAFT 1 – 7/18/16

Date